

IN THE CLAIMS

Amend claims 1 and 9-19 as follows.

Add new claim 27.

1. (Currently Amended) A computer implemented method of providing a customer service agent with variable compensation information, wherein the agent earns both fixed compensation and variable compensation for handling customer inquiries, the method comprising:

displaying to the agent a current amount of variable compensation for the agent based on the agent's current performance level in handling customer inquiries;

displaying to the agent a graphical user interface adapted to allow the agent to interactively change the agent's performance level, the graphical user interface comprising:

a first graphical control associated with a first performance measure, and

adapted to allow the agent to change a first percentile ranking of the agent's performance with respect to the first performance measure;

a second graphical control associated with a second performance measure, and

adapted to allow the agent to change a second percentile ranking of the agent's performance with respect to the second performance measure;

displaying to the agent a change in the amount of variable compensation based on the change in the agent's performance level first percentile ranking and the second percentile ranking.

2. (Original) The method of claim 1, further comprising:

determining the agent's current performance level as a function of customer satisfaction measure of the agent's handling of customer inquiries.

3. (Original) The method of claim 1, further comprising:

determining the agent's current performance level as a function of the agent's compliance with a work schedule.

4. (Original) The method of claim 1, further comprising:

determining the agent's current performance level as a function of a number of customer inquires handled per time period.

5. (Original) The method of claim 1, further comprising:

determining the agent's current performance level as a function of a measure of customer inquires resolved by the agent.

6. (Original) The method of claim 1, further comprising:

determining the agent's current performance level as a function of a rate of customer inquires transferred by the agent to a customer satisfaction survey system.

7. (Original) The method of claim 1, further comprising:

determining the agent's performance in comparison with other agents in a cohort including the agent.

8. (Original) The method of claim 1, further comprising:

displaying to the agent a minimum measure of performance for the agent to be eligible for the variable compensation.

9. (Currently Amended) The method of claim 1, further comprising:

displaying a payout grid, comprising a plurality of intersections, each intersection corresponding to a combination of a rate of handling customer inquires and a measure of resolved inquires, and associated with a variable payout factor comprising a first axis associated with percentile rankings of the first performance measure, and a second axis associated with percentile rankings of the second performance measure, a plurality of intersections relative to the axes, each intersection corresponding to a combination of a percentile ranking of the first performance measure and a percentile ranking of the second

performance measure and having an variable compensation factor associated with the respective performance measures;
responsive to the change in first graphical control that changes the first percentile ranking or a change in the second graphical control that changes the second percentile ranking, indicating in the payout grid the variable compensation factor associated the changed percentile ranking; and
displaying the variable compensation based on the indicated variable compensation factor.

10. (Currently Amended) A computer implemented user interface for providing variable compensation information to agents, the user interface provided by a computer application executing on a computer system, the user interface comprising:

a display window ~~including a current performance measure~~ for displaying a first and second performance measure for the agent, and a current variable compensation amount based on the ~~current performance measure~~ first and second performance measure; and
a first graphical control associated with the first performance measure, and adapted to allow the agent to change a first percentile ranking of the agent's performance with respect to the first performance measure;
a second graphical control associated with the second performance measure, and adapted to allow the agent to change a second percentile ranking of the agent's performance with respect to the second performance measure;
~~at least one interactive graphical element that is adapted to be directly manipulated by the agent to change the agent's current performance measure, wherein the current variable compensation amount is automatically adjusted in response to the~~
change changes in the first or the second the performance measure percentile rankings.

11. (Currently Amended) The user interface of claim 10, wherein the current performance measure is a function of customer satisfaction measure of the agent's handling of customer inquiries.

12. (Currently Amended) The user interface of claim 10, wherein the ~~current~~ first performance measure is a function of the agent's compliance with a work schedule.

13. (Currently Amended) The user interface of claim 10, wherein the ~~current~~ first performance measure is a function of number of customer inquires handled per time period by the agent.

14. (Currently Amended) The user interface of claim 10, wherein the ~~current~~ second performance measure is a function of a measure of customer inquires resolved by the agent.

15. (Currently Amended) The user interface of claim 10, wherein the ~~current~~ second performance measure is a function of a rate of customer inquires transferred by the agent to a customer satisfaction survey system.

16. (Currently Amended) The user interface of claim 10, wherein the ~~current~~ second performance measure is a function of the agent's performance in comparison with other agents in a cohort including the agent.

17. (Currently Amended) The user interface of claim 10, wherein the display window further comprises a minimum measure of the first performance measure for the agent to be eligible for the variable compensation.

18. (Currently Amended) The user interface of claim 10, wherein the display window further comprises:

a payout grid, comprising a plurality of intersections, each intersection corresponding to a combination of a first percentile ranking of a rate of handling customer inquires and a second percentile ranking of a measure of resolved inquires, and associated with a variable payout factor, wherein the variable payout factor is used to automatically adjust

the variable compensation amount, and where the rate of handling customer inquiries is the first performance measure and the measure of resolved inquiries is the second performance measure.

19. (Currently Amended) A computer implemented system for determining variable compensation for call center agents, the system comprising:

- a telephone system including telephones to allow call center agents to provide help to customers over the telephones and a workstation adapted for monitoring the call center agents' use of the telephones, the ~~monitor collecting data~~ monitoring including when the call center agents are logged on to the telephone system, how many calls the call center agents receive, and whether the calls the call center agents receive are transferred by the call center agents to a customer feedback system;
- a customer feedback system for receiving calls transferred by a call center agents, and determining from the customers on the received calls a satisfaction level of the customers;
- a call database connected to the telephone system for receiving and storing data indicative of how many calls the call center agents receive and whether the calls the call center agents receive are transferred by the call center agents;
- a schedule database connected to the telephone system for receiving and storing data indicative of when the call center agents are logged on to the telephone system;
- a feedback database connected to the customer feedback system for receiving and storing data indicative of whether ~~eustomers~~ customers' inquiries were resolved and the overall satisfaction of the customers for each call center agent;
- a processor for receiving information from the call database, the schedule database, and the feedback database and, based on the received information, calculating variable compensation for each call center agent based on a first percentile ranking of the agent's performance for a first performance measure and a second percentile ranking of the agent's performance for a second performance measure; and

a display tool for receiving the calculated variable compensation for a call center agent
and displaying the variable compensation in real time to a call center agent the
display tool including
a first graphical control associated with the first performance measure, and
adapted to allow the agent to change the first percentile ranking of the
agent's performance with respect to the first performance measure;
a second graphical control associated with the second performance measure, and
adapted to allow the agent to change the second percentile ranking of
the agent's performance with respect to the second performance
measure;
wherein processor is adapted to automatically calculate the current variable compensation
for the agent in response to changes in the first or the second percentile
rankings.

20. (Currently Amended) A computer implemented method for determining variable compensation for a call center agent, the method comprising:
collecting information on the number of customer support telephone calls received by the
call center agent;
collecting information on the times that the call center agent works;
collecting customer satisfaction information of customers handled by the call center
agent;
calculating, based on the collected information and in response to a received command, a
variable compensation amount for the call center agent; and
displaying the calculated variable compensation amount to allow the call center agent to
determine the variable compensation and;
receiving from the call center agent a change to least one of:
a first percentile ranking of the agent's performance with respect to a first
performance measure related to the agent's rate handling customer
inquires;

a second percentile ranking of the agent's performance with respect to a second performance measure related to a measure of customer inquiries resolved by the agent; and calculating and displaying a variable compensation for the agent based on the received change.

21. (Original) The method of claim 20, wherein calculating, based on the collected information and in response to a received command, a variable compensation amount for the call center agent, further comprises:

determining the variable compensation amount as a function of the customer satisfaction information.

22. (Original) The method of claim 20, wherein calculating, based on the collected information and in response to a received command, a variable compensation amount for the call center agent, further comprises:

determining the variable compensation amount as a function the information on the times that the call center agent works.

23. (Original) The method of claim 20, wherein calculating, based on the collected information and in response to a received command, a variable compensation amount for the call center agent, further comprises:

determining the variable compensation amount as a function of the information on the number of customer support telephone calls received by the call center agent.

24. (Original) The method of claim 20, wherein calculating, based on the collected information and in response to a received command, a variable compensation amount for the call center agent, further comprises:

determining the variable compensation amount as a function of a measure of customer inquiries resolved by the agent.

25. (Original) The method of claim 20, wherein calculating, based on the collected information and in response to a received command, a variable compensation amount for the call center agent, further comprises:

determining the variable compensation amount as a function of a rate of customer inquires transferred by the agent to a customer satisfaction survey system.

26. (Original) The method of claim 20, wherein calculating, based on the collected information and in response to a received command, a variable compensation amount for the call center agent, further comprises:

determining the variable compensation amount as a function a level of performance of the agent in comparison with other agents in a cohort including the agent.

27. (New) The method of claim 9, wherein the first performance measure is a rate of handling customer inquires, and the second performance measures is a measure of resolved customer inquires.